

UNIVERSITY CLINICAL, EDUCATION & RESEARCH ASSOCIATES (UCERA)

POSITION DESCRIPTION

Position Title: Billing Assistant -
Provider Enrollment

Date Prepared: 01/27/2010

Department: Central Billing Office

FLSA Status: Full-time, Non-exempt
100% UCERA FTE

Position Reports To: Assistant Billing Manager

Potential Occupational Exposure to Bloodborne Pathogens: No

UCERA is a non-profit organization established to further the mission and vision of the John A. Burns School of Medicine at the University of Hawaii (JABSOM). It contributes to JABSOM's goal of improving the health care status of the citizens of Hawaii and the Pacific by supporting the education, research and clinical activities of the School. It supports financial diversification of the School by developing revenue generating initiatives in collaboration with hospitals, government agencies and other entities.

POSITION SUMMARY

The Billing Assistant provides billing support to the Billing Department specifically in the provider enrollment department and works on related special projects as directed.

ESSENTIAL JOB DUTIES AND FUNCTIONS

- Performs general clerical work as required, including but not limited to typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephones, processing mail, etc.
- Electronic claims filing, phone and internet services.
- Provider Enrollment follow-up. Light data-entry. Frequent phone contact with insurance companies and physicians.
- Maintains accurate and up-to-date records. Maintains departmental reports, records and file systems. Establishes methods for tracking shared files to ensure files are returned and complete.
- Maintains an exceptional working relationship with all insurance representatives and outside Provider Physicians and office staff.
- Assists with researching and obtaining missing/incomplete information necessary for the processing of provider applications utilizing a computer system.
- Prepares and mails daily enrollment correspondence and follows up on outstanding correspondence.
- Receives and responds to inquiries, concerns, complaints and requests. Answers phones in pleasant manner and deals with customer needs expeditiously. Route calls to the appropriate department/person.
- Data entry input of all provider information.

- Maintains confidentiality of Physician/Practitioner information. Refrains from discussing or releasing confidential information except with individuals legally entitled to such information and as specifically authorized for release.
- Attends required CBO in-service programs and participates in on-going continuing education and training as required for the Provider Enrollment Department.
- Provides back up for the Reception Desk as needed.
- Complies with all legal requirements and company policies.
- Performs all other duties as assigned.

MINIMUM QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Ability to communicate clearly in person and on the phone and establish/maintain cooperative relationships with staff, other departments, contractors, and customers.
- Ability to organize and prioritize tasks effectively.
- Ability to read, understand and follow oral written instructions.
- Knowledge of internal operations and workflow processes.
- Knowledge of standard office procedures.
- Knowledge of word processing, spreadsheet, and database software (Computer literate, including demonstrated skill using Windows 98 or higher, Microsoft Office 2000 and Internet Explorer software/Web-based functions). Minimum typing speed of 45 words per minute.
- Must be able to utilize 10-key data entry function.
- Ability to add, subtract, multiply and divide, and/or calculate ratios, rates and percentages.
- Ability to provide entry-level professional work requiring general understanding of operating policies and procedures.

Education/Training:

- High school diploma or equivalent.

Experience:

- One year relative administrative experience in an office setting.
- One year experience in medical billing or provider enrollment, preferred.

Other qualifiers:

- Must be able to plan and prioritize work flow and produce an acceptable volume of work accurately.
- Demonstrated ability to function in a highly professional manner, exercising complete confidentiality and discretion at all times.
- Strong planning and organizational skills with the ability to accomplish multiple tasks on time with accuracy and minimal supervision.
- Attention to detail and ability to accurately synthesize lengthy, complex materials.
- Proficient in using MS Word and Excel, with a working knowledge of databases and electronic communications.
- Excellent English grammar and proofreading skills.

- Strong oral and written communication skills.
- Excellent customer service skills with the ability to interact positively and sensitively with staff and the general public.
- Successful experience working as a team member with a multicultural staff and clientele.

DESIRABLE QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Knowledge of provider credentialing or enrollment process is a plus.

JOB CONDITIONS

- Normal working conditions, indoors, air-conditioned.
- Usual hours are Monday-Friday, 8:00 a.m. to 5:00 p.m. Hours may be flexed to accommodate clinic schedules, and duties may require extended hours.
- Must have excellent written and verbal communication skills. Requires communication with staff, between departments, and with clients and contractors.

EQUIPMENT USED

- Skilled in use of office equipment (i.e., Facsimile, printers, copiers, computers) and IDX, if possible.

MENTAL AND PHYSICAL DEMANDS

- Working with minimal supervision; attention to detail, accuracy and concentration, and ability to maintain calm composure while performing multiple tasks.
- This position occasionally requires lifting items up to 30 pounds.
- Position includes sedentary work that involves walking or standing some of the time and involves routine keyboard operations.
- Some driving between to meeting sites as necessary.

TERMS OF EMPLOYMENT

Position is located in our Central Billing Office and is available immediately. Continued employment subject to terms of employment, job performance and/or continued funding.

Employment is “at will” and can be terminated at any time, either by the employee or UCERA, with or without cause or reason and with or without notice.

ABOUT THE SALARY AND BENEFITS

UCERA offers a competitive package. Salary commensurate with education and experience. Benefits include 13 holidays per year, 100% employee coverage for health and dental, flexible spending plan, pension plan with 3% dollar-for-dollar company matching contributions, 2 weeks of paid vacation after 90 days of service, and 100% company paid group life insurance and employee assistance program.

INTERESTED APPLICANTS

Qualified applicants are encouraged to email a cover letter, resume, and salary requirements to jobs@ucera.org or fax at 808-536-7315.

UCERA is an Equal Opportunity Employer.

www.ucera.org